# **OBH ETO User Manual**

Revised October 2014 OMNI Institute Prevention Evaluation Partners (PEP)

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#### Introduction

Welcome! This manual is for Office of Behavioral Health (OBH)-funded providers that use ETO to report their activities. This manual will provide all the information you need to use ETO successfully!

While this manual should provide you with the information you need, please do not hesitate to contact your PEP TA Consultant with any questions that you may have.

#### What is ETO?

ETO is a web-based data collection system created by Social Solutions. It allows users access anytime as long as they have an internet connection and are using Internet Explorer 6, 7 or 8 (9 is not yet supported). Unfortunately, this means that you cannot use other browsers such as Apple, Safari, Google Chrome, or Mozilla Firefox.

#### **ETO System Overview:**

The ETO Software® system was designed by human service professionals who understand funding, reporting, and staffing challenges, as well as the uniqueness of human service organizations and their programs. Like other human service professionals, they grappled with a common dilemma: How do we know if our efforts make an actual difference in the individuals that we serve?

Understanding that outcomes are not achieved without effort, the founders developed a software solution that makes it possible to relate service delivery efforts with their desired outcomes. With this software they were able to monitor the effectiveness of their efforts and understand where they were having the greatest impact. This understanding allowed them to adjust their service model, identify and replicate best practices, and report their successes. They called the software "Efforts to Outcomes Software" or ETO Software.

#### How is ETO Used for OBH Funded Activities?

The OBH-funded efforts providers enter in ETO serve several purposes, including:

- Reporting to State and Federal Government—Statewide evaluation (cross-site)
- 2. OBH Invoicing for reimbursement of expenses for OBH-funded efforts
- 3. Individual tracking tool for local evaluation efforts

#### **ETO Structure and Language:**

- 1. **Site** = OBH
- 2. **Program** = Providers
- 3. **Provider User** = You (Users may have access to one or more providers or "program")
- Funder = OBH (Reviews aggregated data for ALL providers or "programs")

#### **User Permission Levels:**

Each new OBH ETO user is assigned a permission level for security reasons. This allows you to only see the efforts of other staff that have a lower permission level than you. Individuals with the same permission level will not be able to see each other's work.

#### **Getting Started with ETO:**

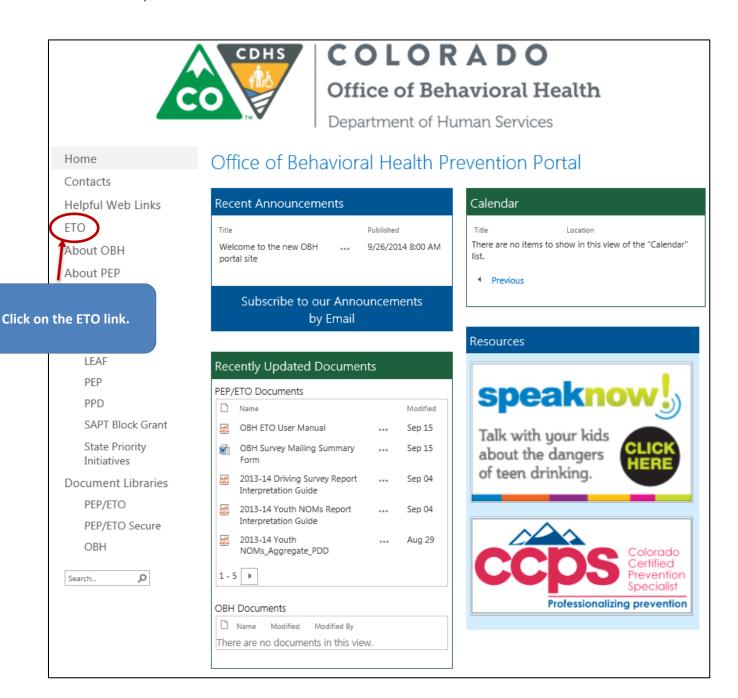
- 1. View ETO User Expectation on the OBH Portal-PEP Library (http://www.obhpreventionportal.org/)
- 2. Your OMNI PEP TA Consultant will communicate your Username and Password once the OBH ETO New User Training has been completed

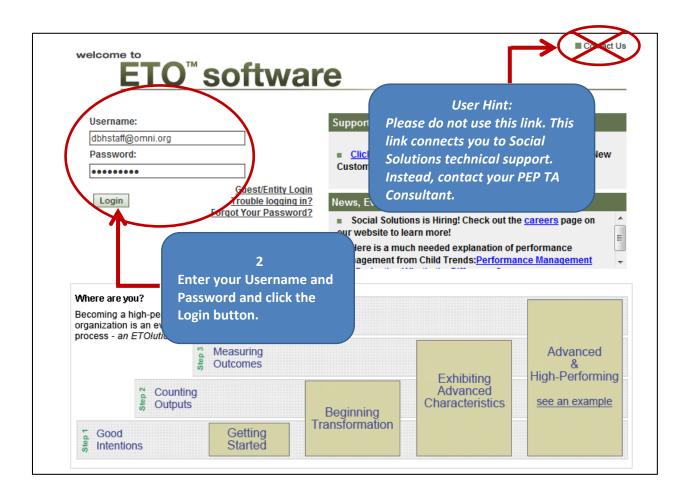
Please Note: Each ETO user should have their own username and password. For security reasons please do not share usernames and passwords.

#### Logging into ETO through the OBH Portal

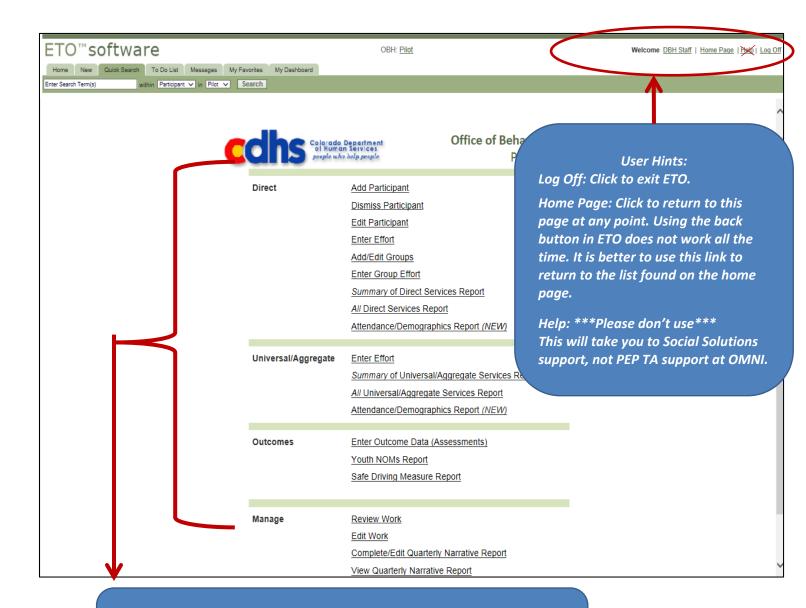
#### Tips for Success:

- The OBH Portal can be found at: (http://www.obhpreventionportal.org/)
- For technical support using ETO please contact your evaluation TA Consultant (PEP TA Consultant)





#### The ETO Home Page



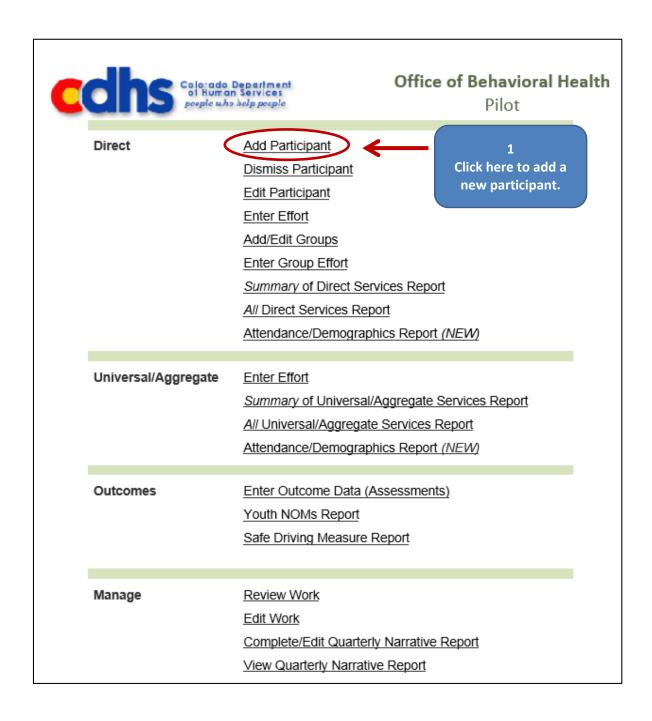
#### **User Hint:**

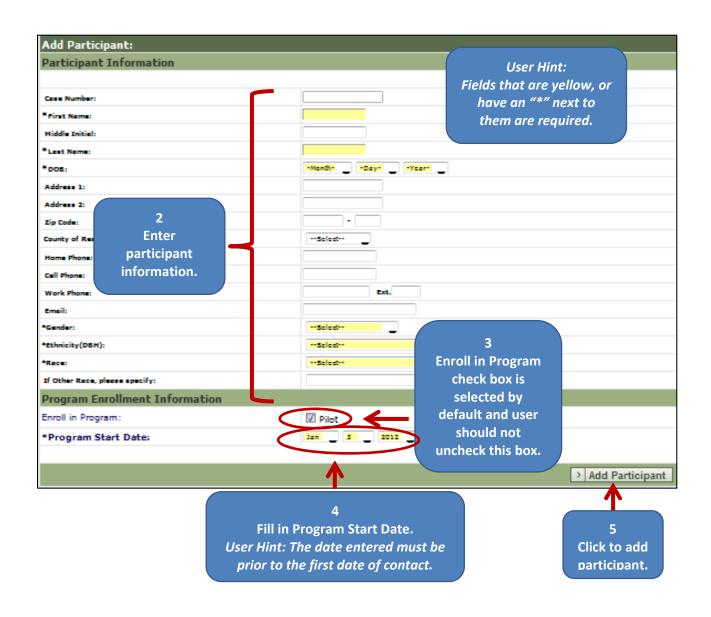
Click on desired action. Each action falls under one of the main categories:

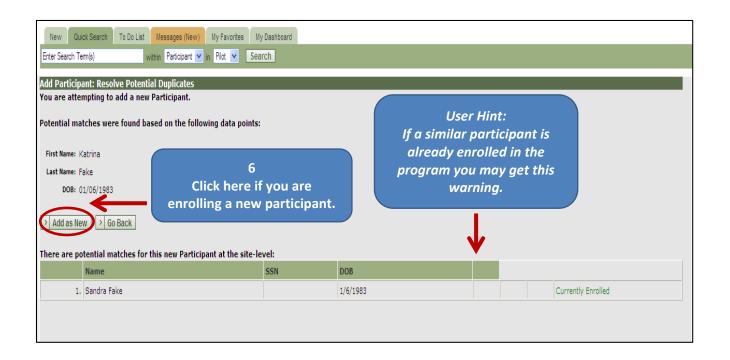
Direct, Universal/Aggregate, Outcomes, and Manage.

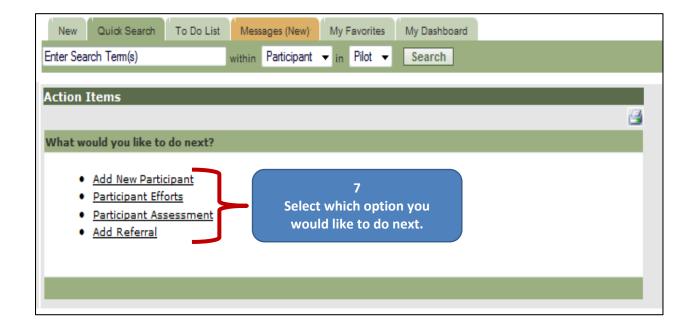
## **Working with Direct Efforts**

## **How Do I Add a Participant?**

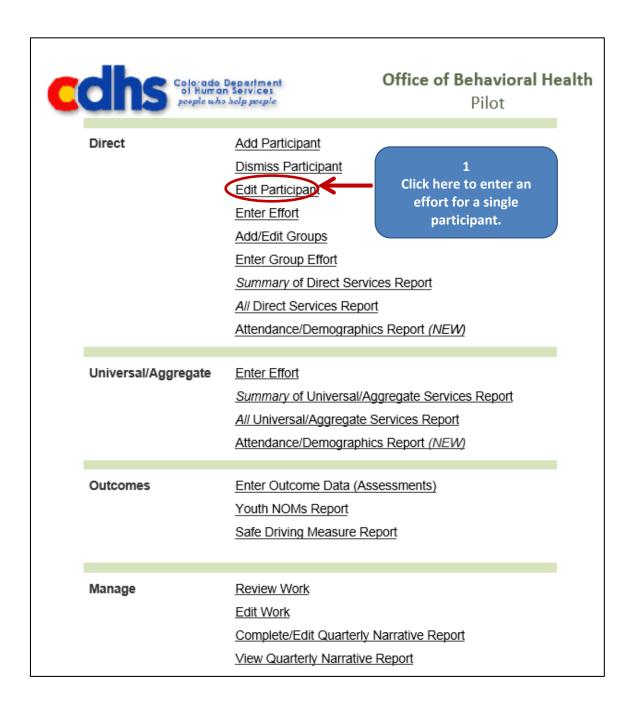




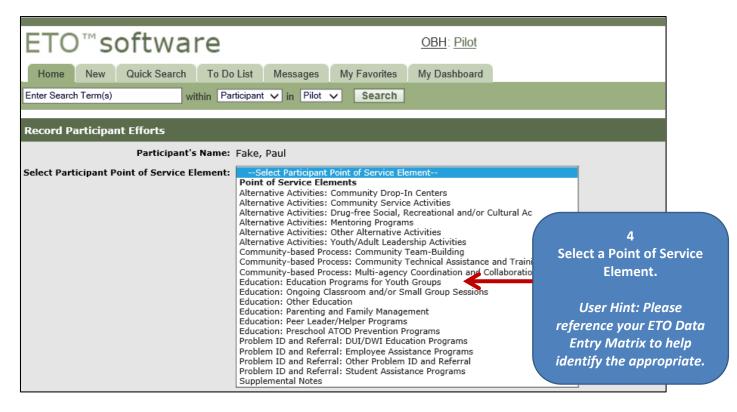


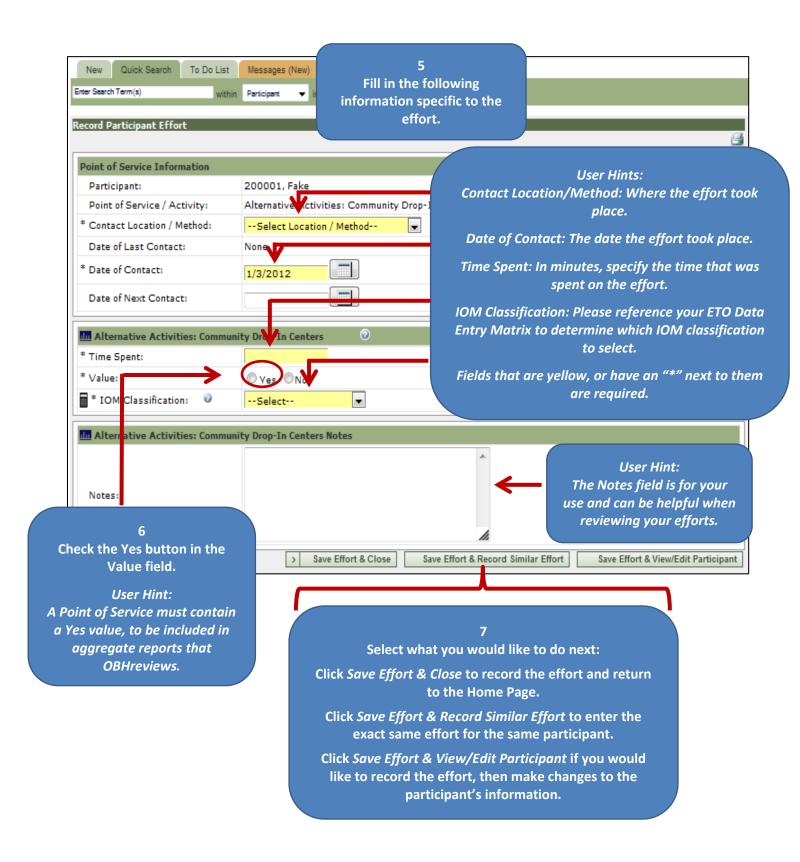


## **How Do I Enter an Effort for a Single Participant?**

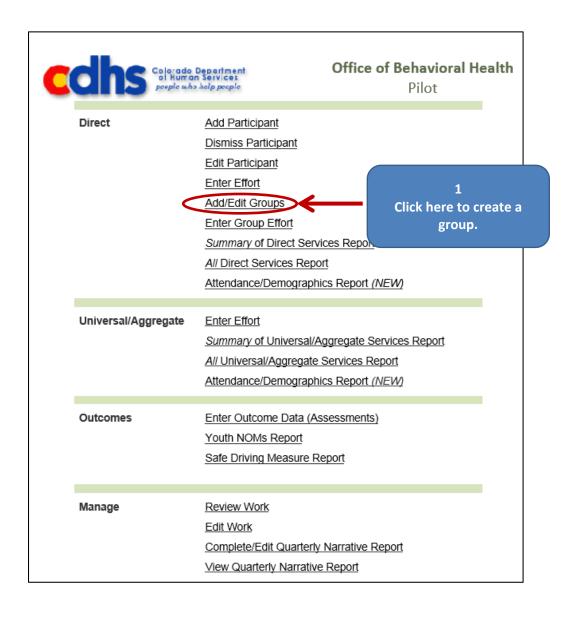




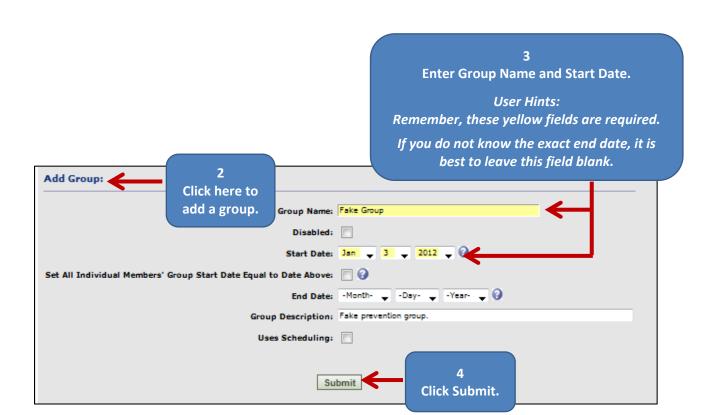


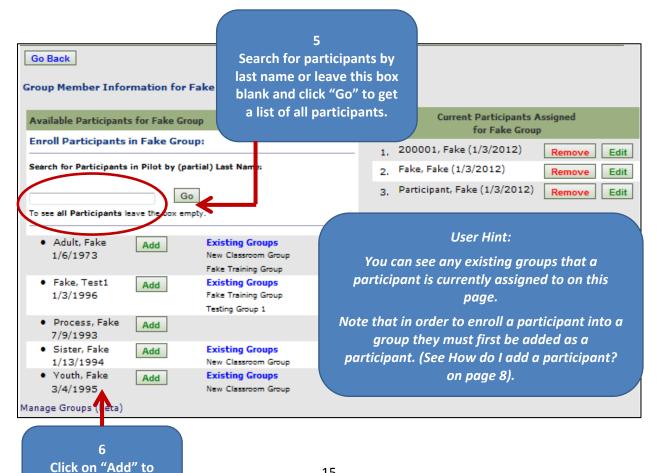


#### **How Do I Create a Group?**





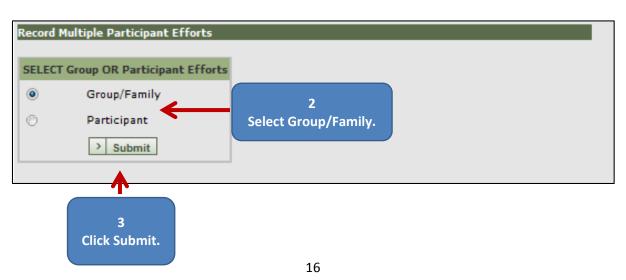




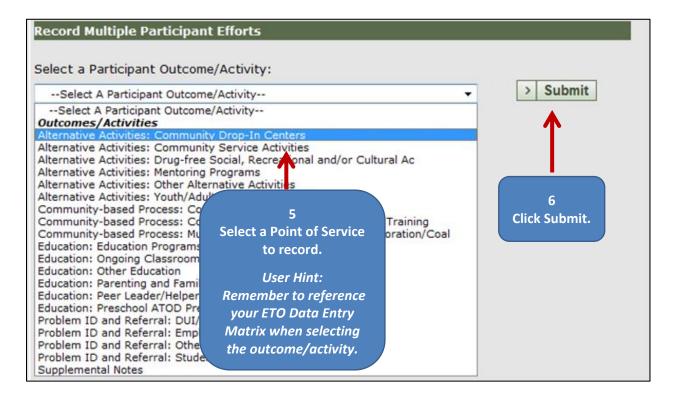
add the participant to this group.

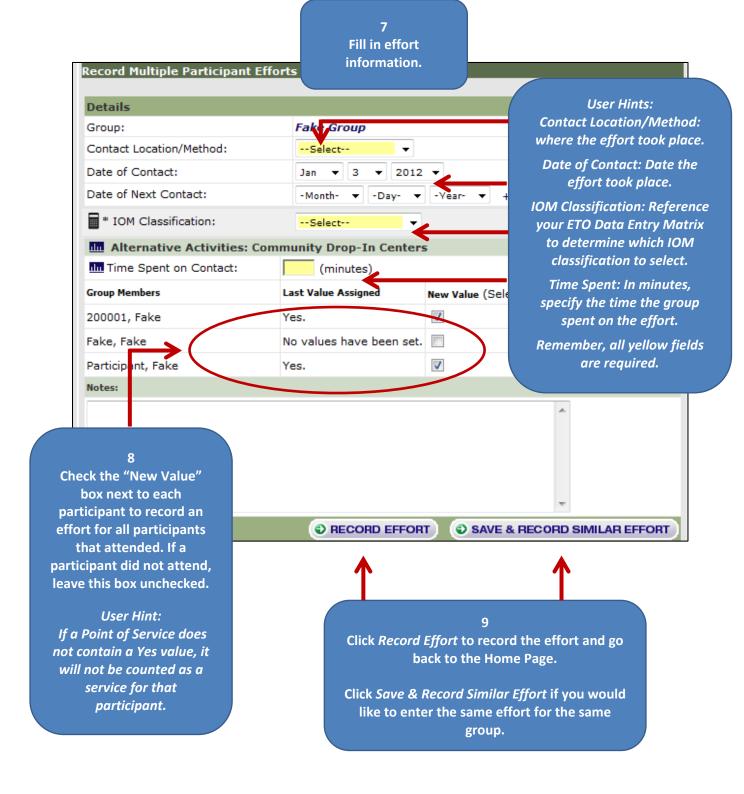
## **How Do I Enter a Group Effort?**





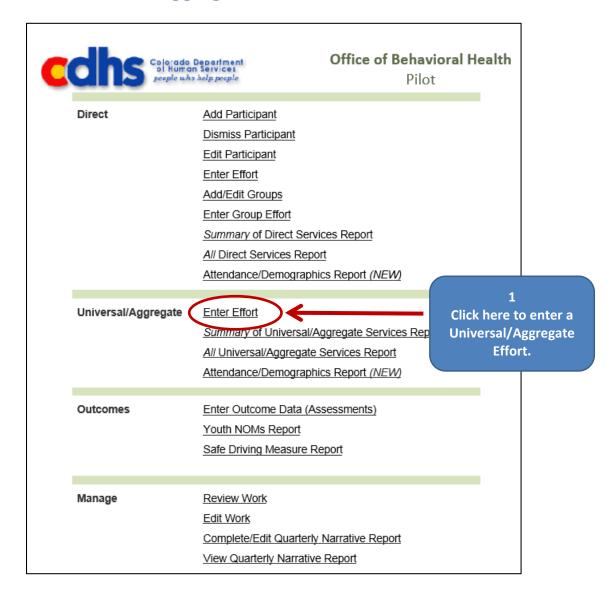


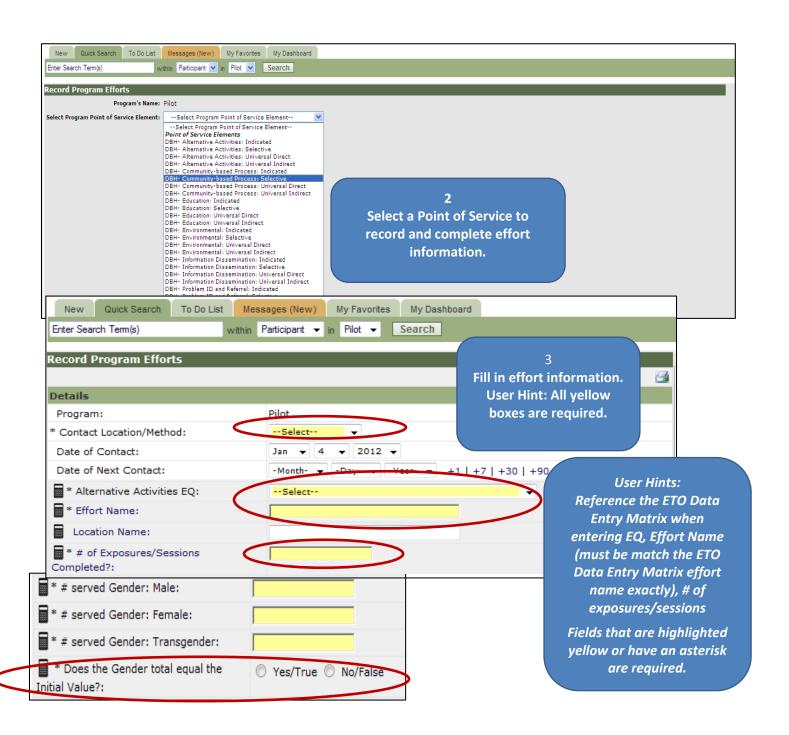




## **Working with Universal/Aggregate Efforts:**

## How Do I Enter a Universal/Aggregate Service Effort?



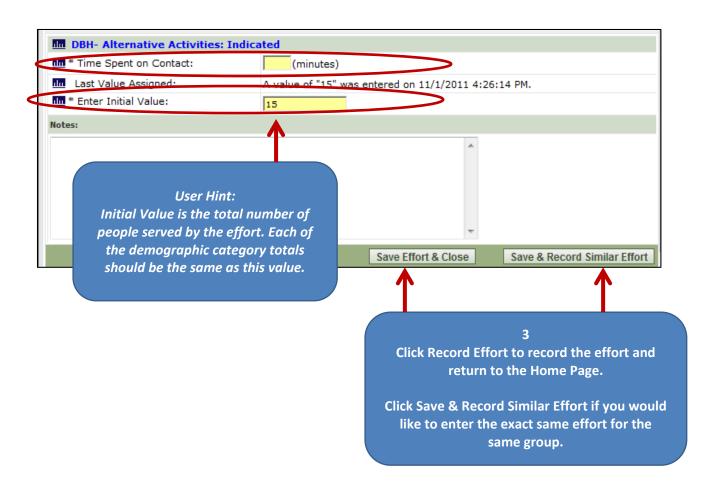


* # served Race: White or Caucasian:	
* # served Race: Black or African American:	
* # served Race: Native Hawaiian or Pacific Islander:	
* # served Race: Asian:	
* # served Race: American	
Indian/Alaska Native:	
* # served Race: Multiracial:	
* # served Race: Other:	
* Does the Race total equal the Initial	○ Yes/True ○ No/False
Value."	
* # served Ethnicity: NOT	
Hispanic/Latino:	
* # served Ethnicity: Hispanic/Latino:	
* December Extensions and a constable	
* Does the Ethnicity total equal the	○ Yes/True ○ No/False
Initial value?:	○ Yes/True ○ No/False
	Yes/True No/False
	Yes/True No/False
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Initial Value?:  # # served Age 0-4:  # # served Age 5-11:  # # served Age 12-14:	Yes/True No/False
Initial Value?:  * # served Age 0-4:  * # served Age 5-11:  * # served Age 12-14:  * # served Age 15-17:  * # served Age 18-20:  * # served Age 21-24:	Yes/True No/False
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Initial Value?:  * # served Age 0-4:  * # served Age 5-11:  * # served Age 12-14:  * # served Age 15-17:  * # served Age 18-20:  * # served Age 21-24:  * # served Age 25-29:  * # served Age 30-34:	Yes/True No/False
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Initial Value?:  * # served Age 0-4:  * # served Age 5-11:  * # served Age 12-14:  * # served Age 15-17:  * # served Age 18-20:  * # served Age 21-24:  * # served Age 25-29:  * # served Age 30-34:  * # served Age 35-39:  * # served Age 40-44:  * # served Age 40-44:  * # served Age 45-49:	Yes/True No/False
Initial Value?:  * # served Age 0-4:  * # served Age 5-11:  * # served Age 12-14:  * # served Age 15-17:  * # served Age 18-20:  * # served Age 21-24:  * # served Age 25-29:  * # served Age 30-34:  * # served Age 35-39:  * # served Age 40-44:  * # served Age 45-49:  * # served Age 50-54:	Yes/True No/False
Initial Value?:  * # served Age 0-4:  * # served Age 5-11:  * # served Age 12-14:  * # served Age 15-17:  * # served Age 18-20:  * # served Age 21-24:  * # served Age 25-29:  * # served Age 30-34:  * # served Age 35-39:  * # served Age 40-44:  * # served Age 45-49:  * # served Age 55-59:	Yes/True No/False
Initial Value?:  * # served Age 0-4:  * # served Age 5-11:  * # served Age 12-14:  * # served Age 15-17:  * # served Age 18-20:  * # served Age 21-24:  * # served Age 25-29:  * # served Age 30-34:  * # served Age 35-39:  * # served Age 40-44:  * # served Age 45-49:  * # served Age 50-54:  * # served Age 55-59:  * # served Age 60-64:	Yes/True No/False
Initial Value?:  * # served Age 0-4:  * # served Age 5-11:  * # served Age 12-14:  * # served Age 15-17:  * # served Age 18-20:  * # served Age 21-24:  * # served Age 25-29:  * # served Age 30-34:  * # served Age 35-39:  * # served Age 40-44:  * # served Age 45-49:  * # served Age 55-59:	Yes/True No/False

User Hints: Enter a zero if the effort did not serve people in that category

The total for demographic (gender, race, age and ethnicity) should each match the Initial Value number entered at the bottom of the page. If the totals match the Initial Value then select the Yes/True option for each demographic.

Please note that verification of the correct totals must be done manually.

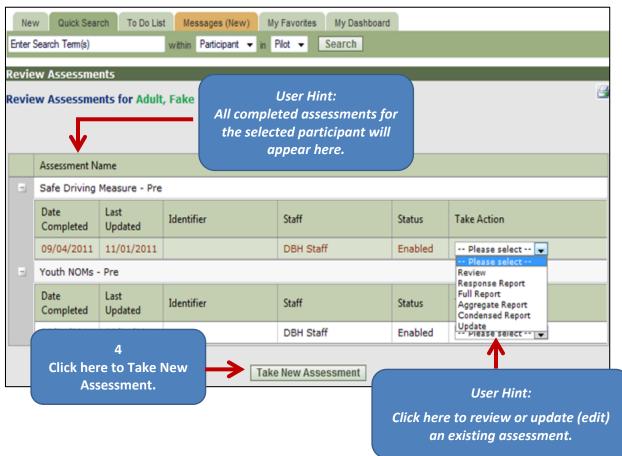


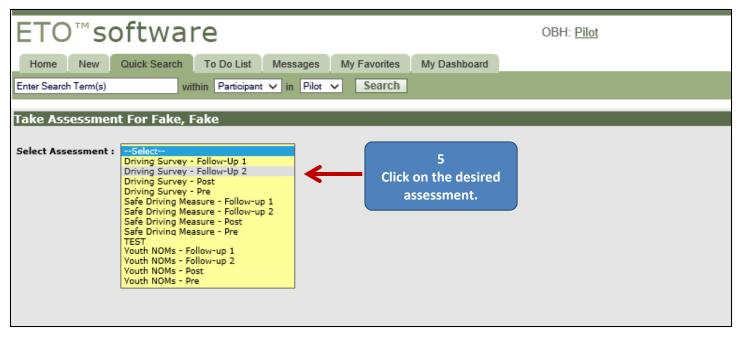
# **Working with Outcome Data**

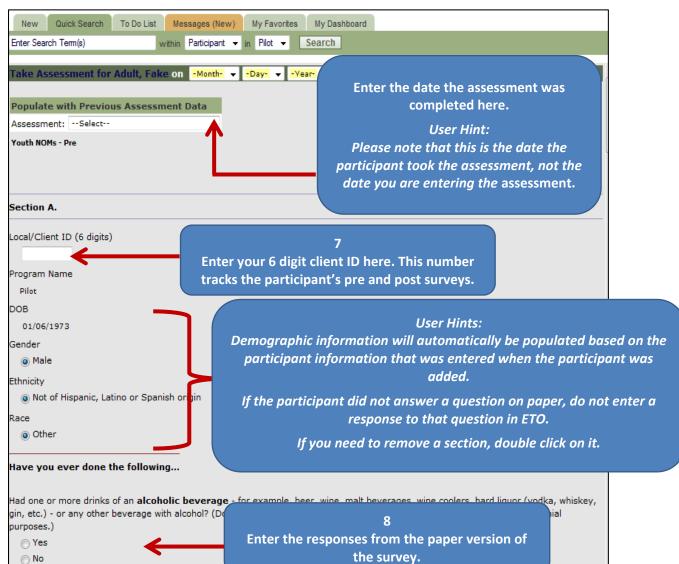
## **How Do I Enter Outcome Data (Youth NOMs/Driving Survey)?**

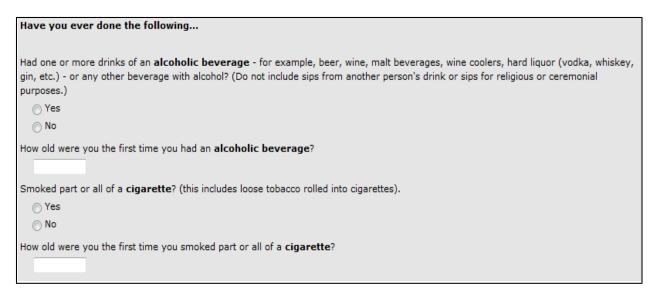
Colorado of Humai	Department n Services o belp people		avioral Health ilot
Direct	Add Participant  Dismiss Participant  Edit Participant  Enter Effort  Add/Edit Groups  Enter Group Effort  Summary of Direct Serv  All Direct Services Repo	ort .	
Universal/Aggregate	Enter Effort  Summary of Universal/A  All Universal/Apgregate  Attendance/Demograph	Services Report	Report 1
Outcomes	Enter Outcome Data (A Youth NOMs Report Safe Driving Measure R Driving Survey Report		Click here to enter Outcome Data (Assessments).
Manage	Review Work  Edit Work  Complete/Edit Quarterly	Narrative Report	

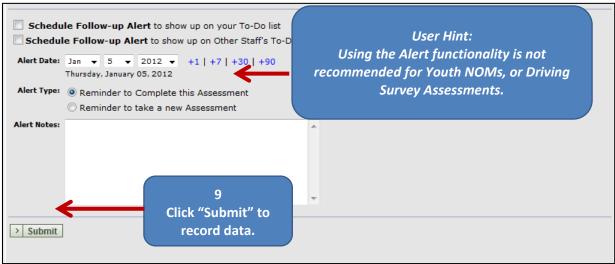


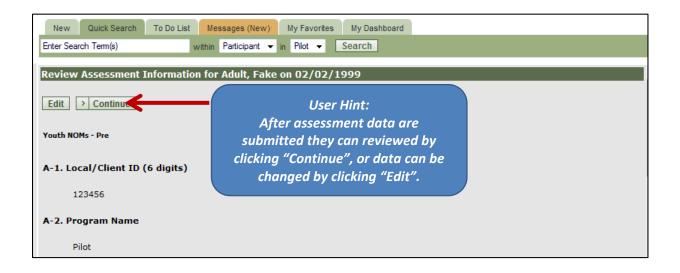






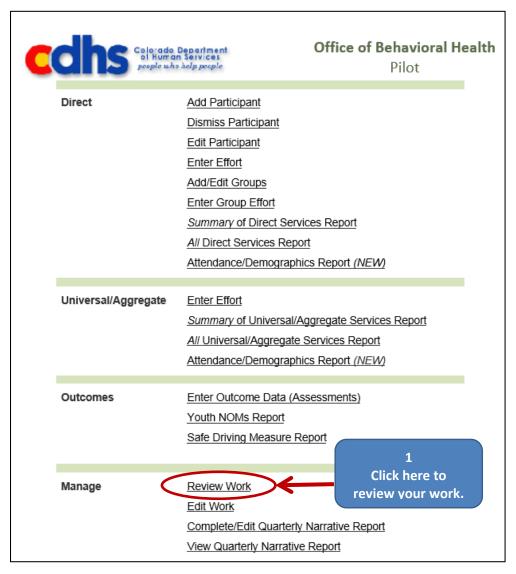


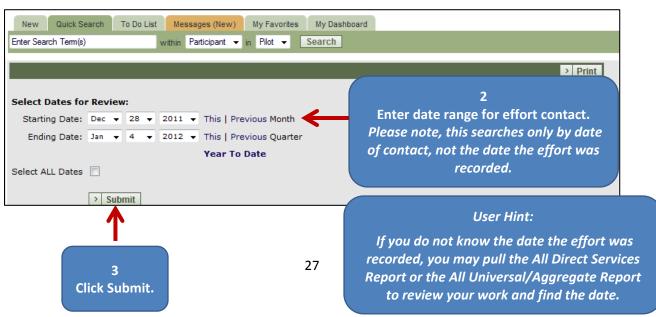


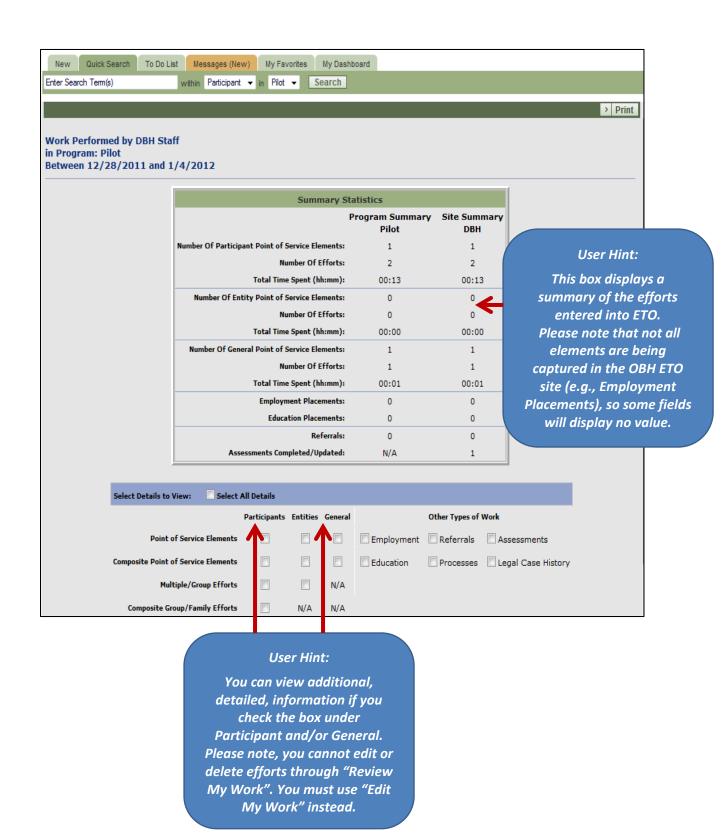


#### **Managing My Efforts**

## **How Do I Review My Efforts?**



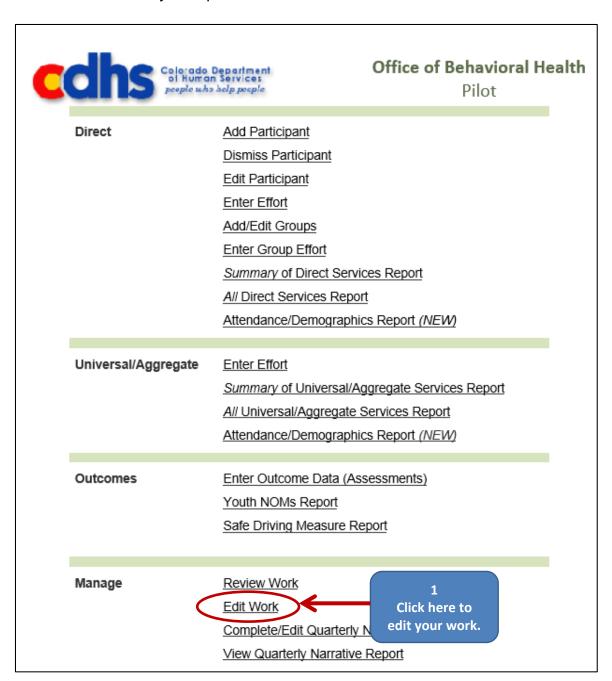


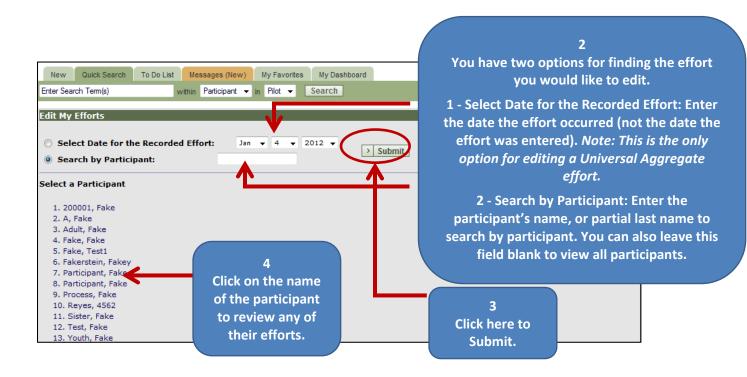


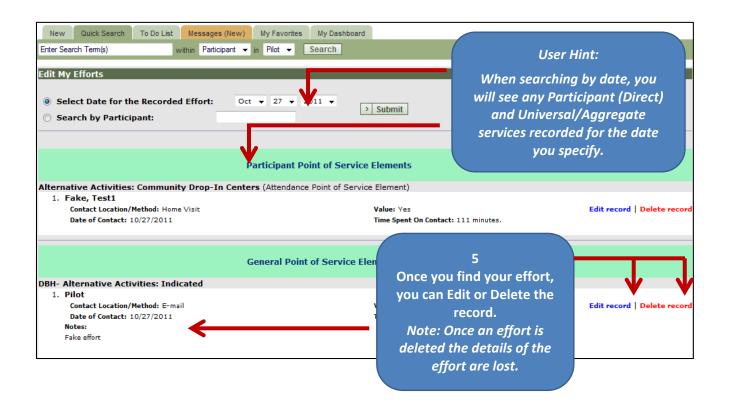
#### **How Do I Edit My Efforts?**

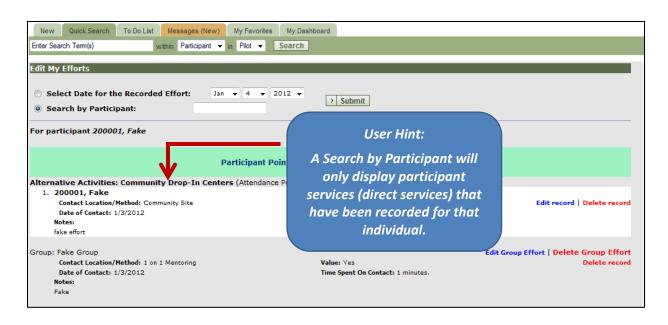
#### Tips for Success:

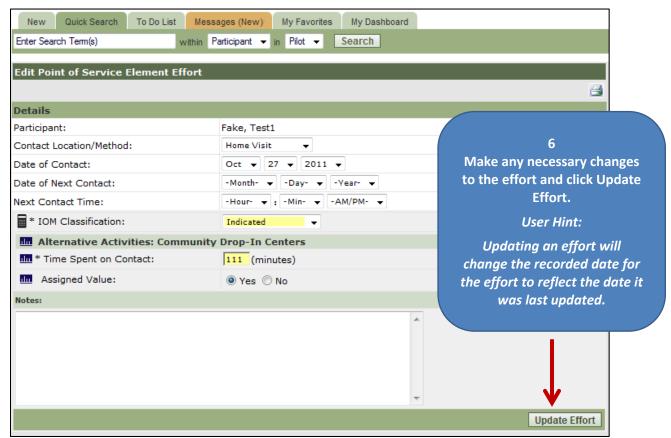
 Steps 2-4 outline two methods to find an effort that needs to be edited. If you are not certain of the date of contact you can look under "Review Work" using the general timeframe the effort was entered and identify the specific effort.



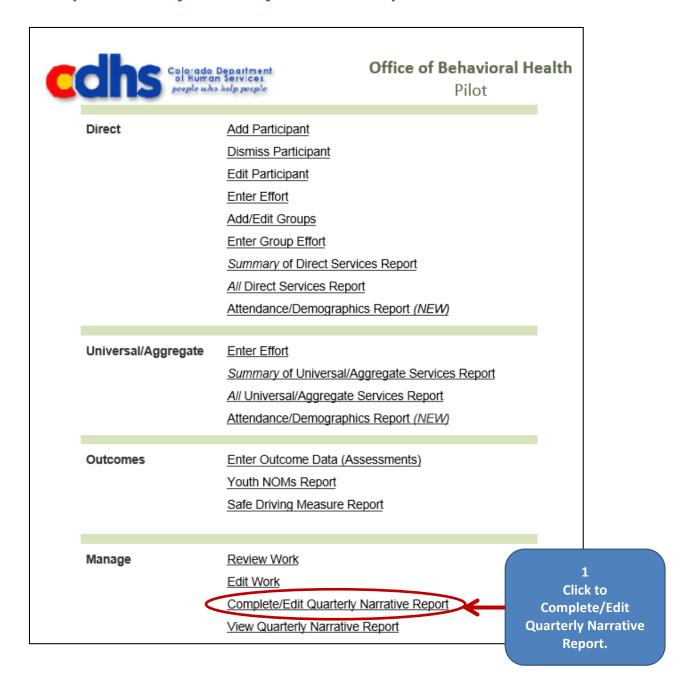


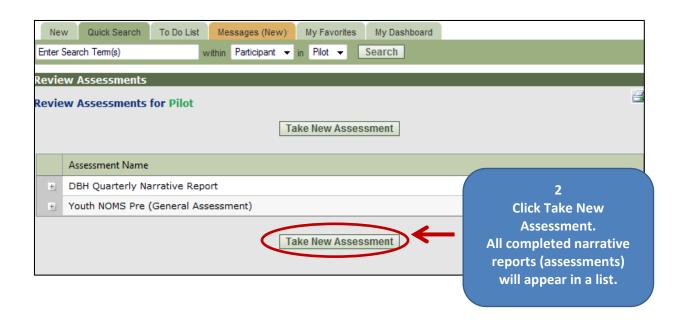




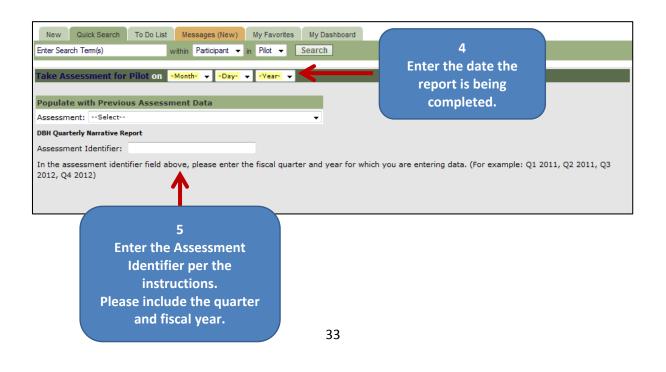


## **How Do I Complete/Edit My Quarterly Narrative Reports?**

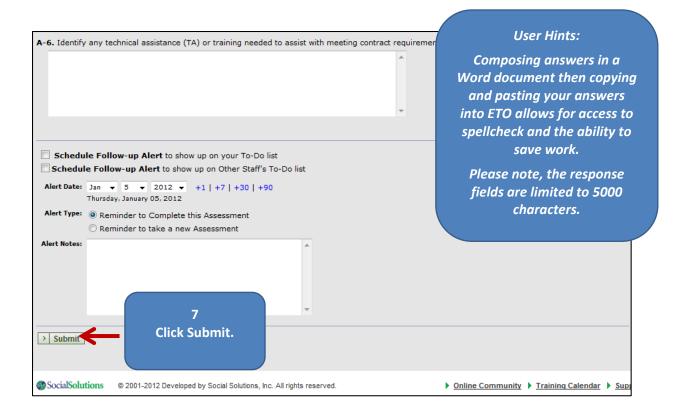


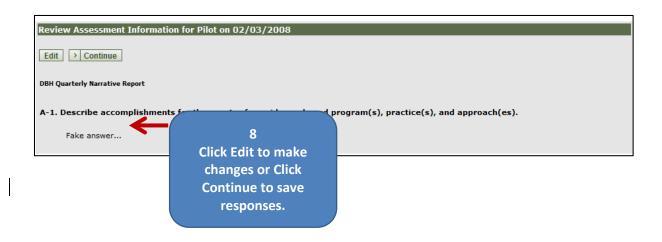






The purpose of the narrative progress report is to provide you with an opportunity to use available data to reflect upon your project. This strategy, known as formative evaluation, is conducted during the operation of a project, generally for the purpose of obtaining ongoing feedback that can lead to evidencebased decisions regarding immediate or future project improvements/revisions. The reporting structure is set up on a quarterly cycle in order to gather information about progress made and to capture changes over time. The completion of this report will provide you the opportunity to stop, reflect upon your services, and consider whether your DBH-funded services are meeting the expectations you had at the beginning of the year. Although your agency/coalition may deliver multiple services to multiple populations, this report should be based exclusively on efforts that are linked to funding by DBH Block Grant, PDD, and/or LEAF grants. If you receive grant funding through more than one DBH funding stream, complete a quarterly report for each funding stream (e.g., complete separate quarterly reports for Block Grant and PDD if you receive both funding streams). Questions regarding report content, deadlines, and attachments should be directed to your DBH program manager. Your PEP TA provider can answer questions about how to submit the report in ETO. DBH and OMNI staff will review your completed quarterly report. The quarterly reporting deadlines are as follows: · Quarter 1 report(s) completed and submitted via ETO by Friday, October 28, 2011 • Quarter 2 report(s) completed and submitted via ETO by Friday, January 27, 2012 • Quarter 3 report(s) completed and submitted via ETO by Friday, April 27, 2012 • Quarter 4 report(s) completed and submitted via ETO by Friday, July 27, 2012 Please answer the following 6 questions for each of the funding streams you receive. Please reflect on your overall project efforts, including needs assessment, capacity building, planning, implementation, and evaluation activities. A-1. Describe accomplishments for the quarter for evidence-based program(s), practice(s), and approach(es) 6 Answer each question in the designated space. A-2. For the current quarter, describe problems encountered, and the resolutions.

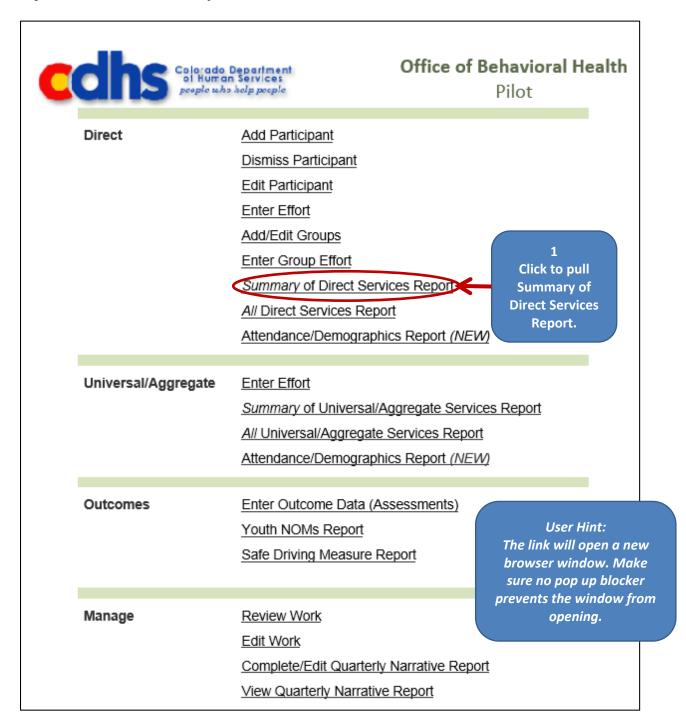


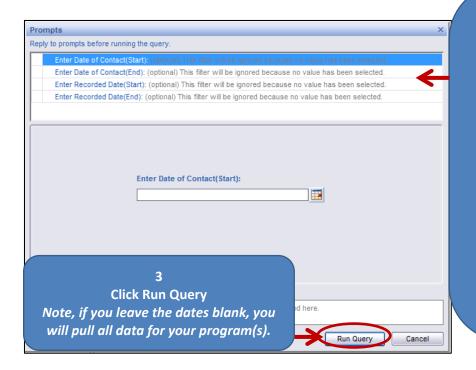


#### **Working with Reports:**

## **How Do I Pull Direct Service Reports?**

#### Summary of Direct Services Report:





Use either Date of Contact or Recorded Date.

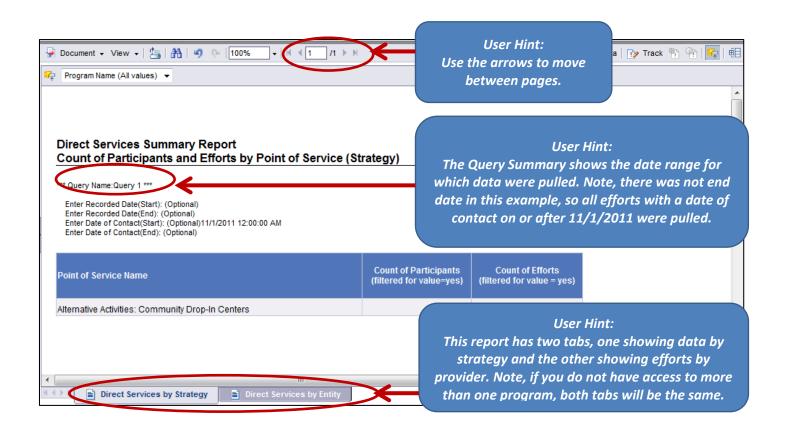
Do not use both.

Enter Date of Contact (Start): This is the earliest date for which data will be pulled.

Date of Contact (End): This is the latest date for which data will be pulled. Please note that for the end date, you need to put the day AFTER the date you want to pull through (i.e. if you want data from 6/30, you need to put the end date as 7/1).

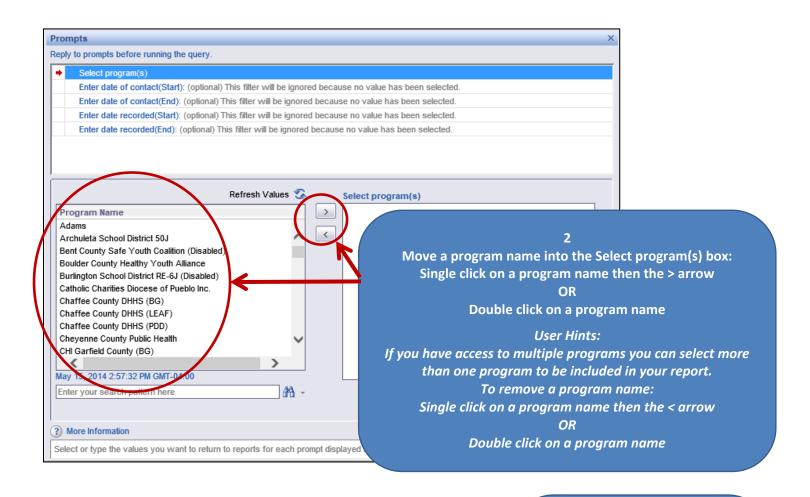
Enter Recorded Date (Start): This is the earliest date for which data will be pulled.

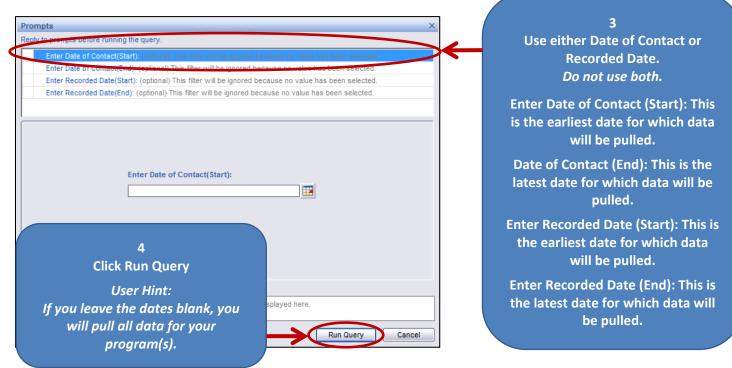
Enter Recorded Date (End): This is the latest date for which data will be pulled.

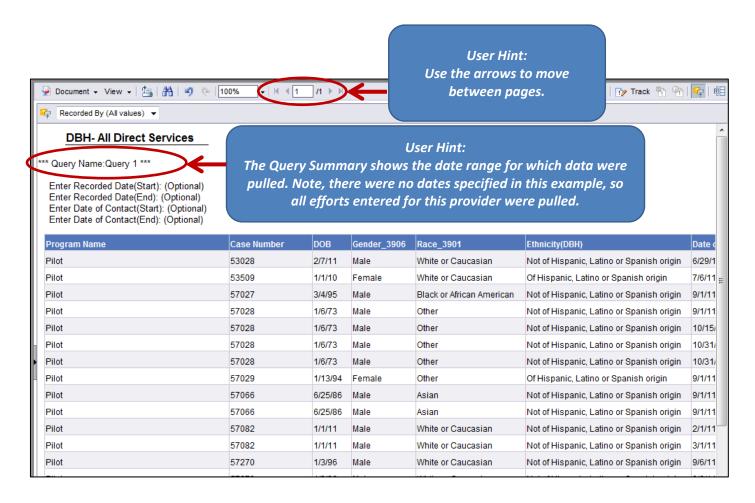


### All Direct Services Report:

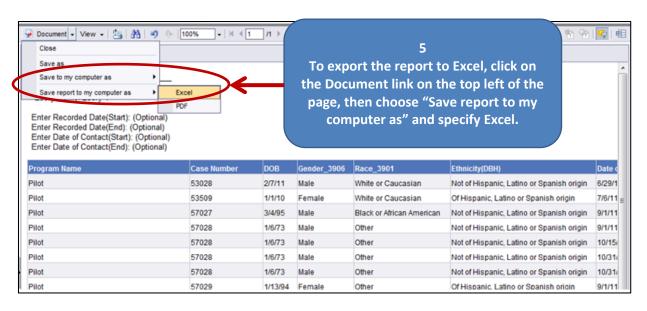
CCIS Colorado ol Huma	Department Services help people	Office of E	Behavioral Health Pilot
Direct	Add Participant  Dismiss Participant  Edit Participant  Enter Effort  Add/Edit Groups  Enter Group Effort  Summary of Direct Serv  All Direct Services Repo	ort \	1 Click to pull All Direct Services Report.
Universal/Aggregate	Enter Effort  Summary of Universal/A  A// Universal/Aggregate  Attendance/Demograph	Services Report	
Outcomes	Enter Outcome Data (As Youth NOMs Report Safe Driving Measure R		User Hint: The link will open a new browser window. Make sure no pop up blocker
Manage	Review Work  Edit Work  Complete/Edit Quarterly  View Quarterly Narrative	•	prevents the window from opening.

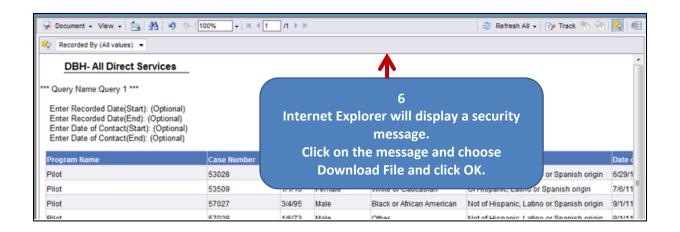


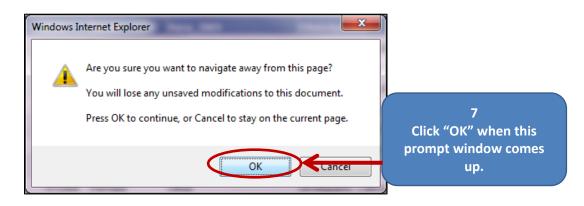


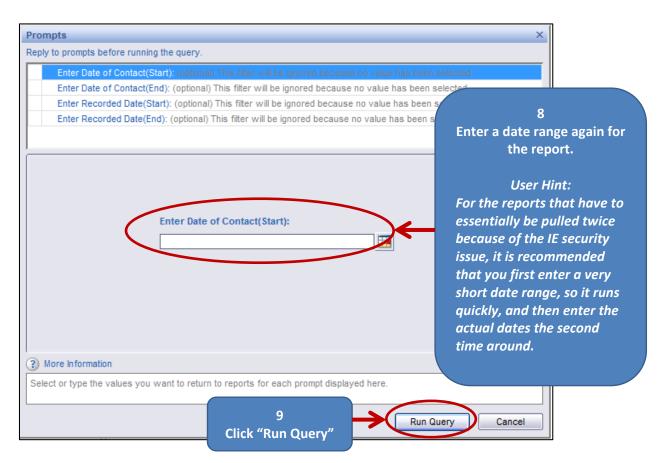


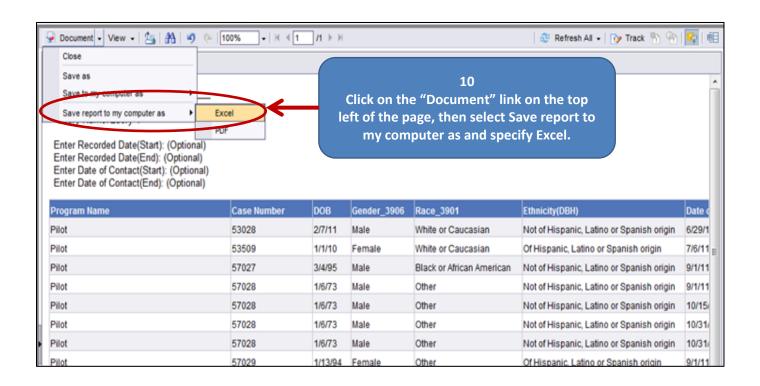
# **How Do I Export a Report?**

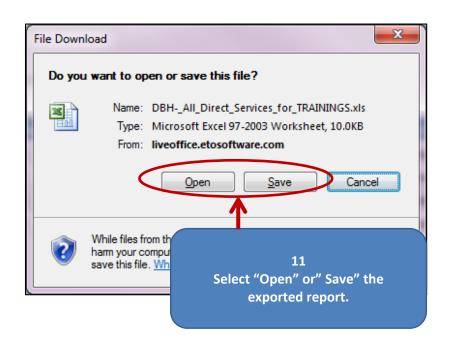








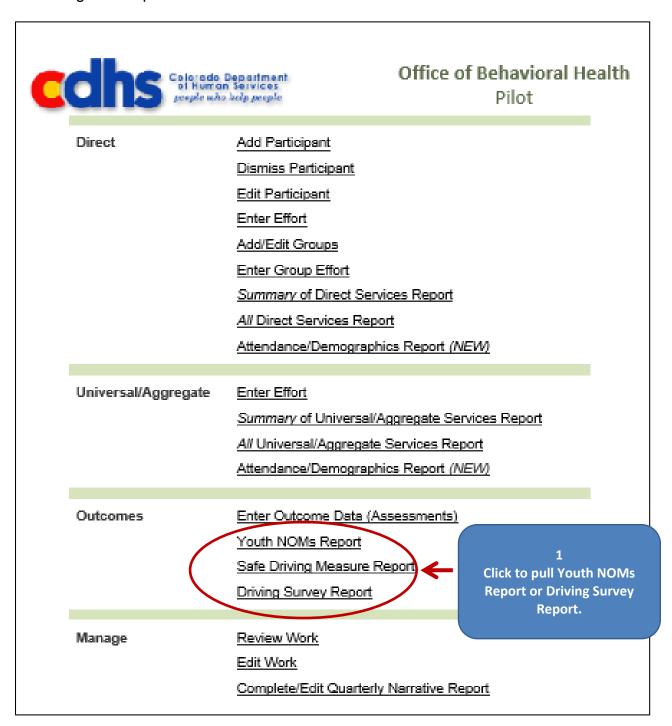


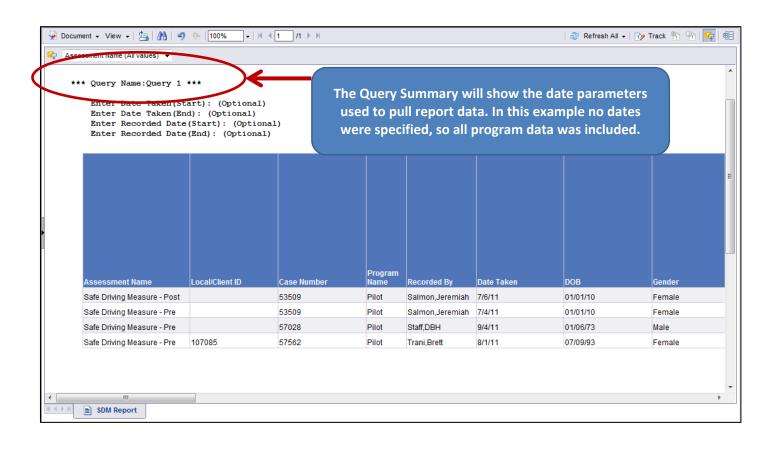


## How Do I Pull My Assessment Reports (Youth NOMs/Driving Survey)?

#### Tips for Success:

- For information on exporting reports please see page 38 under the section "How Do I Export a Report?"
- For information on selecting date range for reports please see page 36 under the section "Working with Report".



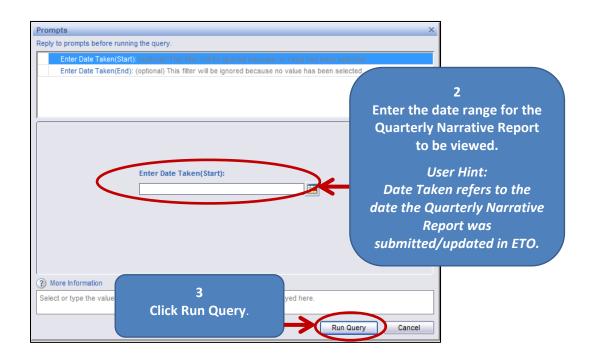


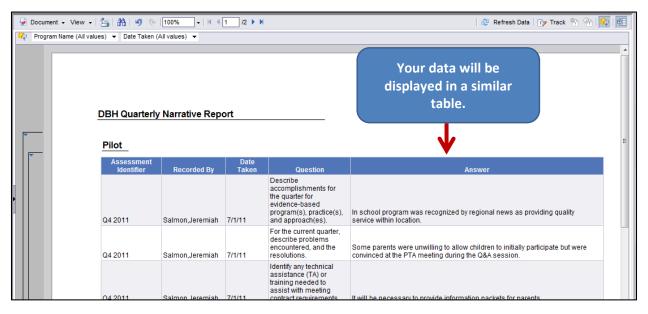
## **How Do I View My Quarterly Narrative Report?**

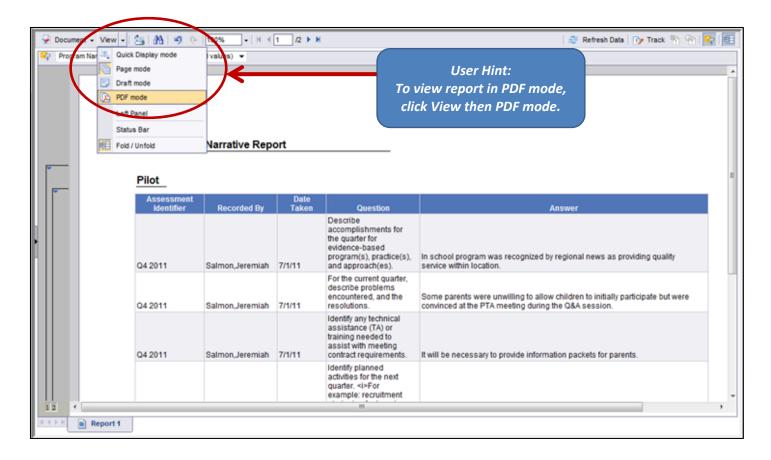
### Tips for Success:

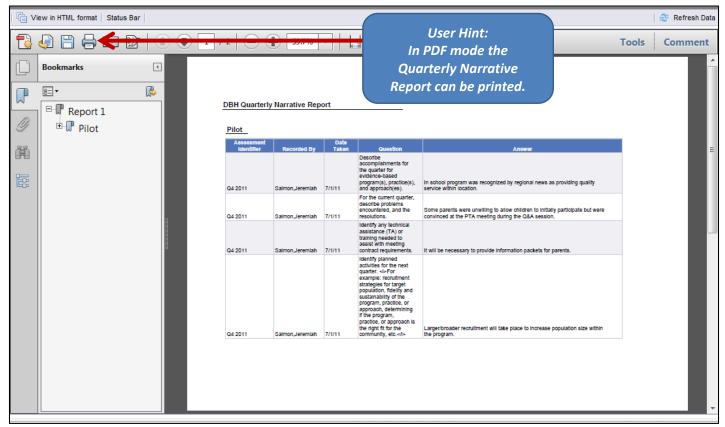
- Completed Quarterly Narrative Reports can also be viewed using the "Complete/Edit Quarterly Narrative Report" tab.
- If you would like to export the report take the following steps outlined in this section.

Colorado of Huma people uh	Office of Behavioral Health		
Direct	Add Participant  Dismiss Participant  Edit Participant  Enter Effort  Add/Edit Groups  Enter Group Effort  Summary of Direct Services Report  All Direct Services Report  Attendance/Demographics Report (NEW)		
Universal/Aggregate	Enter Effort  Summary of Universal/Aggregate Services Report  All Universal/Aggregate Services Report  Attendance/Demographics Report (NEW)		
Outcomes	Enter Outcome Data (Assessments)  Youth NOMs Report  Safe Driving Measure Report		
Manage	Review Work  Edit Work  Complete/Edit Quarterly Narrative Repor  View Quarterly Narrative Report  Click to View Quarterly Narrative Report		









### **Questions about ETO**

All questions about using ETO for OBH-funded efforts should go to your PEP TA Consultant. If they cannot answer your question they will obtain additional support from OMNI's in-house ETO Team.

Please do not contact Social Solutions for your technical assistance needs. They are not familiar with your program and will simply refer you back to OMNI.

A complete and current list of PEP TA Consultants can be found on the OBH Portal at: <a href="https://obhpreventionportal-public.sharepoint.com/Pages/Contacts-PEP\_TAProviders.aspx">https://obhpreventionportal-public.sharepoint.com/Pages/Contacts-PEP\_TAProviders.aspx</a>